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Communiqué with Requisite Constituent

Abstract

Communication is the natural quality of human being. It is started by him from birth as howl and happy. Communication takes place between two or more people through oral words and gestures although between animals and plants through sounds, movements and senses. That's why; there is

no existence of any society without communication. The meaning of communication is to share the ideas, thoughts, feelings, emotions, skills and information as very clear from the “communicare” because the word communication has been developed from this Latin word. The intellectuals of Engineering and Technology are required of language skills for their excellent career. They should be skilled to communicate the purpose and value of their work in all sites, both in orally and written. Excellent communication proficiency is often desirable to get a good job. In this highly competitive worldwide work arena, the professional profile of an engineer should have well-developed communication skills which help him to get success. So, communication plays a very important role in our professional and personal life.

Key Words: Communiqué, communicare, arena, pace, intra, verbal and nonverbal, encode, decode, channels

Definition

“Communication is the process of passing information and understanding - from one person to another.”
Keith Davis

“Communication is an exchange of facts, ideas, opinions or emotions by two or more persons.”
W.H. Newman

“It is the act or process of transmission that is usually called communication”

Berelson and Steiner

“Communication is the process of transmitting ideas or thoughts from one person to another for the purpose of creating understanding in the thinking of the person receiving the communication”

Brown

Verbal

Definition

“Verbal communication is the expression of information through language which is composed of words and grammar.”

Bovee and others

“Verbal communication consists of sharing thoughts through the meaning of words.”

Penrose and others

If any messages or information is conveyed among the people through oral words or through writing mode is called verbal message or communication. It proceeds all the way through head-to-head dialogue, discussion in group, seminar, meeting, symposium, interrogation, TV, broadcasting, telephone calls, mail, information, memorandum, electronic mail, comments, etc.

“The Verbal Communication is a type of oral communication wherein the message is transmitted through the spoken words. Here the sender gives words to his feelings, thoughts, ideas and opinions and expresses them in the form of speeches, discussions, presentations, and conversations.” (businessjargons.com)

Nonverbal

Definition

“Nonverbal communication means all communication that occurs without words (body movements, space, time, touch, voice patterns, color, layout, design of surroundings.)”

Lesikar and Pettit

“Non-verbal communication includes any communication occurring without the use of words.”

Himstreet and Baty

If any wordless message or information is exchanged between two or more people is called nonverbal communication. Body language (posture and gesture), facial appearance, eye to eye contact, picture, drawing, chart, sign, symbol, clothing and space, sound and visuals are main components of it. It has a vital role in daily life of people. According to survey human communication has its three measurements; 7% are written words, 38% oral words and 55% body language.

Process of Communication

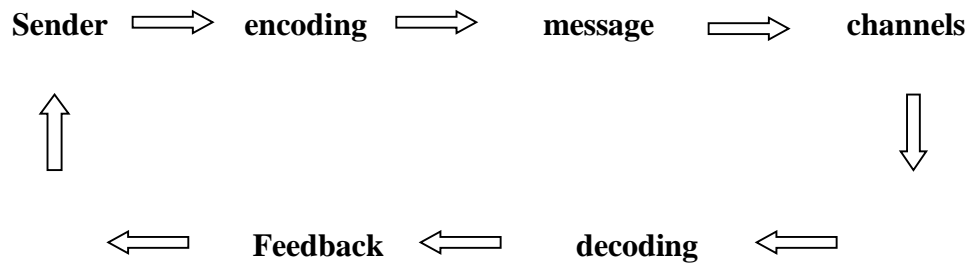
There are some important components in communication process.

1. **Sender:** Sender of message.
2. **Message:** The information to be communicated.
3. **Encode:** Conversion of thoughts or ideas into words.
4. **Channels:** The manners or mode which used to send a message.
5. **Receiver:** Who receive the message?
6. **Decode:** Mentally process to understand the message properly.
7. **Feedback:** Answer or response of receiver to sender.

Process

The communication process is started by sender with encode the information into words and sends the message through selecting a channel. Receiver receives the message and decodes. Finally,

feedback or response is sent by receiver. “Communication theory states that communication involves a sender and a receiver (or receivers) conveying information through a communication channel.” (www.skillsyouneed.com)



Medium of communication

A proper medium must be selected in process of communication. This is the method in which the message is sent. It comprises of writing, speaking, text messages, faxes, audio call, video call, emails, Face book, WhatsApp and even nonverbal communication etc.

Channels in Communication:

Different channels of communication take place among the employees and employers according to purpose and requirement. Upward, Downward, Horizontal and Diagonal are channels and use for communication accordingly. Upward take place from lower to the higher level step by step. Downward follows from the higher to the lower. Horizontal runs between the staff of the same position or same group. Diagonal proceed among the officer all grade. This is casual, off the record but one of the most effective channels of communication. This is a grapevine communication. “In an organization, information flows forward, backwards and sideways. This flow of information is

called communication. Communication channels refer to the way this information flows within the organization.” (<https://study.com>)

Barriers in Communication

“There are many barriers to communication and these may occur at any stage in the communication process. Barriers may lead to your message becoming distorted and you therefore risk wasting both time and/or money by causing confusion and misunderstanding.”(www.skillsyouneed.com)

Communication has lots of barriers but selected are given below.

1. Inappropriate message
2. Use of homonyms, homophones and homograph
3. Different accent
4. Physical inconvenience
5. Lack of concentration
6. Lack of confidence
7. Improper time management
8. Strict senior / boss
9. Rank problem / ego
10. One way communication
11. Job stress
12. Strict rules

Levels of communication:

- 1) **Inter personal**

This level contains minimum two human beings that is listener and speaker and should have been a proper dialogue.

2) Intra personal

There is no need of listener in this level because human being talks to him or herself, we can say monologue or soliloquy.

3) Extra personal

On this level human being talks with nonhuman entities as dogs and cats etc.

Space in communication:

When people communicate with someone personally or professional some space is required. It is divided into four types.

1. Intimate

Touching, embracing and whispering conditions are intimate. Space is approximate less than 6 inches to 1.5 feet.

2. Personal

It takes place among the people close to you. Space should be maintained about 1.5 feet to 4 feet or according to social behave and conditions.

3. Social

Communication with people only you know them. Space should maintain about minimum 4 feet to 12 feet.

4. Public

It's an interaction with public or audience may be in hall, audiogram or open places. The minimum space of 12 feet to 25 feet or more should be maintains according to situation of audience and place.

Difference between general and technical communication

- Actually, General communication is informal or unofficial discussion while the technical communication properly formal or official and all participants become attentive during technical conversation.
- There are no boundaries and barriers in general communication but technical communication has boundaries and barriers of rules and regulations.
- General communications is informal in nature that's why feeling and emotions are included, while there is no place for feeling and emotions in technical communication. Only technical words are used.
- Habitually, simple topics are communicated in General communication, as current news, local-market, weather, politics, ideas, opinions, etc. But Technical communication discusses on serious topics which are not understood by common people, like Software solutions and programming and Enterprise Resource Planning etc.

Internal and External Communication

Internal Communication is to share or exchange the information between the employees of a company, between the members of any organization, between the units of the company and between the various departments of a company. It may be through letter, notice, mail, meeting, group discussion, phone call, order etc. External Communication is the giving out of information between the companies or organizations, between the costumer and company. Usually, it is official that's why correctly documented. It's being with general public, customers, dealers, investors, suppliers, clients, government agencies etc. The tools of external communication are brochures, newsletters, posters, advertisements, financial records, press releases etc. "When the members of the organization, communicate with each other, it is called as internal communication. However, when there is a communication between members of the organization, with the outside party, it is said to be external communication." (<https://keydifferences.com>)

LSRW: Listening, Speaking, Reading and Writing

Language is never learnt but acquired. That's why there are four natural stapes to acquire any language. They are Listening, Speaking, Reading, and Writing. After birth, baby listen the words of language or languages speak around him approximate for three years. At the next step, some broken terms and sentence are spoken for a pair of years. At third step, reading of picture and books started usually. Even alphabets are remembered with pictures as 'A' for apple. It is the last and fourth step that kids start to write. So, it's a very serious and important work even a single rule of writing can't be avoided.

Listening:

According to survey, approximate 45% of communication is listening but it's very hard to listen continue on any particular topic. Concentration, asking questions, observing the non verbal indications and the capability to restate the message, these are major features of listening. Practice is desirable for this. People should know the differences between listening and hearing also. There is a big difference between both. Listening is an active process. Candidate concentrates and save the information in listening; while hearing is a passive process, concentration and retain any information is not required. Listening has some barriers also; noise, personal disturbance, wrong place and time, overload information and fastidious listening etc. That's why listening practice is essential to avoid the barriers.

Speaking:

To be a valuable speaker there are some rules and regulations but some of them can't be avoided, those are as follows:

- Know your listener / audience
- Easy and proper vocabulary
- Simple language and short sentence
- Avoid slang and unnecessary words
- Check the stress, rhythm and intonation
- Be slow, if you doubt your pronunciation
- Coordination between body language and words
- Avoid hanging thoughts and relate whatever you say

Reading:

Reading is an interaction between the text and the person who reads. It may be direct or indirect interaction between reader and writer. It's a process to decode the written words and symbols. Normally, it's an individual activity but rarely read loudly for the listeners. It's not always necessary that we understand every word that we read. Reading has its four kinds as follows:

1. Skimming

Skimming is the collection of major points through running the eyes over the text. It's only the reading of title, sub titles and topic sentences. Skimmer doesn't look for wide information but Pictures, graphs and charts play sufficient role to understand the text.

2. Scanning

Scanning means to find particular information in text. The scanner scans the text until he finds what he was looking for. For example, people scan for the expiry date when buy a product especially medicine. People fond of politics would scan the political news. Those fond of cricket scan the sports page to know how many runs are scored by a particular team. It is also like to find the phone number of a selected person from the phone directory.

3. Comprehensive

Comprehensive reading takes place when someone wants to gain the entire knowledge or information given in the text. The reader tries to understand also the relationship between

the ideas and the purpose of the author. Naturally, the vocabulary of the readers becomes extensive in this type of reading. It's very useful for every reader specially students.

4. Critical

In critical reading, reader tends to make judgment on any printed or written work after getting the entire information. The reader creates different types of questions and gives many arguments whether in favor or against. It's done to understand the author's purpose of writing and language of the book. It is one of the most serious and hard methods.

Writing

People can put their thoughts, ideas, feelings and emotions etc. on papers or computer screen by writing or typing. It's considered one of the most complicated skills. And therefore is less preferred on entire globe. The grammatical rules should be used properly because it's more formal. If the writing is comprehensible and creative then the writer has achieved the purpose. Punctuation should be used properly due to what message the author is trying to convey. Really, it's not a simple task.

Systematic concoction of body language and tone of voice is a proper communication not only a combination of simple words. We can well use our accent and body to pass on the messages. Not only human beings but also none human entities have a proper communication system. This fact is confirmed by discovery and wild life channels. So, communications play its important role everywhere in humans as well as among animals. We try to develop or should be developed communication skills. It's very hard to survive in present scenario without these skills.

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